

CITIZENS INFORMATION SERVICE

Regional Manager

North Munster CIS

Permanent

Applicant Information Pack

June 2021

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Citizens Information Service - Service Offer

Citizens Information Services (CISs) provide free, impartial and confidential information, advice and advocacy services to the public. Each Citizens Information Service covers a geographical area within their region, facilitating both rural and urban areas, delivering a service through a network of Citizen Information Centres (CICs).

Information and Advice

Our Information Officers assist people with queries in relation to a broad spectrum of public and social services, including social welfare entitlements, income tax calculations, housing supports and access to health services. Our staff receive regular training and social policy updates to ensure that the information and advice that we provide is up-to-date and relevant for CIS service-users.

Social Policy

Our staff also engage in social policy reporting, highlighting issues that affect our clients in accessing public services, which in turn feeds into the work of the Citizens Information Board in the development of policy papers and recommendations to government. Through this process, CIS Information Officers capture social policy issues in real-time, facilitating the development of responsive and evidence-based policy reporting.

Advocacy

If a person presents with a query or problem that we are not able to assist with through our drop-in information/advice service, Information Officers can provide further support through our advocacy service. This can mean a once-off engagement, such as assisting someone to write a letter or make a phone call, or a complex and longer-term process such as preparing people for, or representing them at, a Social Welfare Appeals Office or Workplace Relations Commission hearing.

The range and level of advocacy support provided by CISs has continued to develop and expand year on year, with significant outcomes achieved for people around the country in the areas including employment, equality, housing and social welfare. All Information Officers are supported by a regional Advocacy Support Worker who provides expert advice, coaching and mentoring in this key aspect of our work.

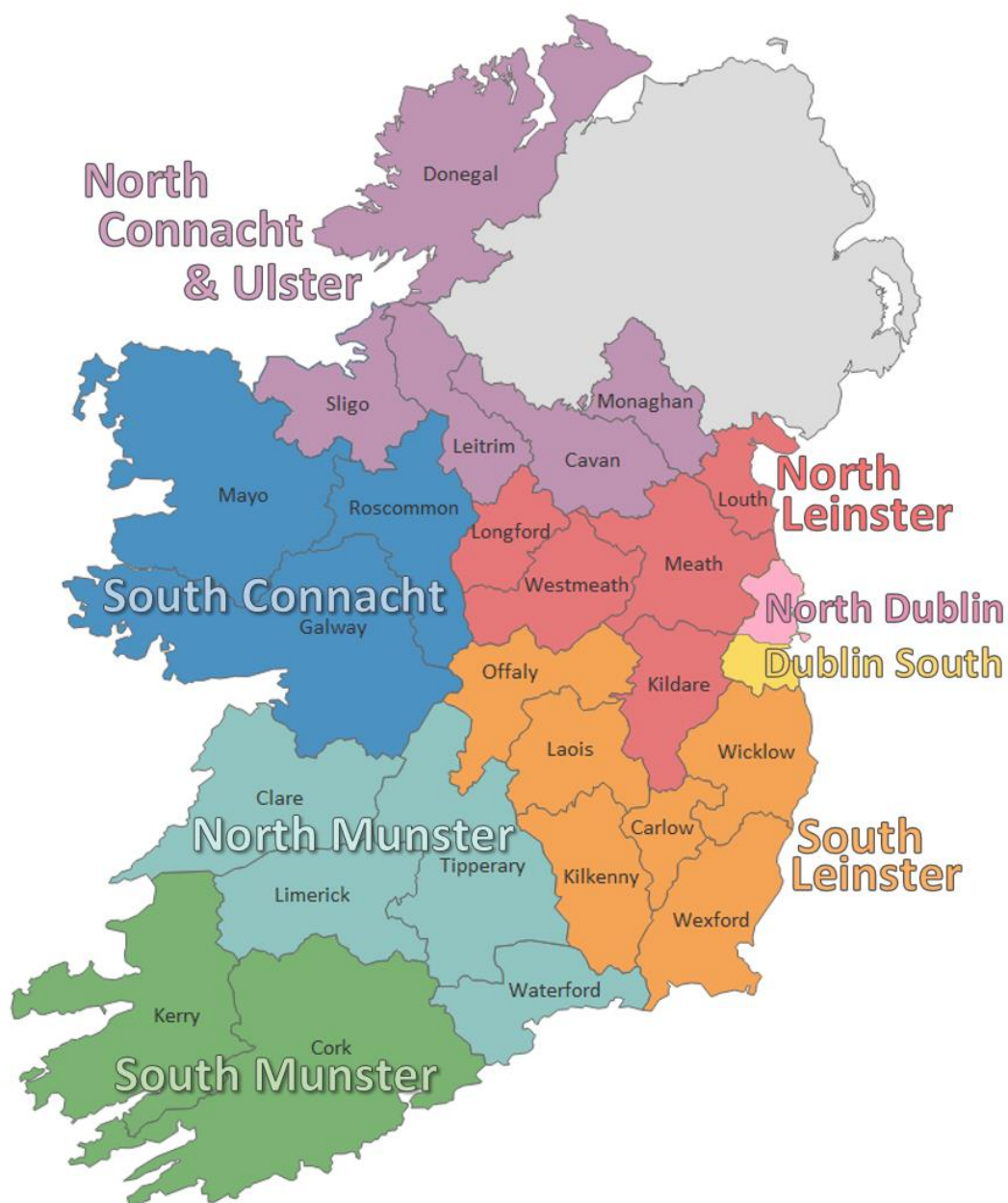
Applicants

If you are interested in working within a dynamic, face-to-face information service environment, engaging with people from diverse backgrounds and life-experiences, while contributing to social policy development, and engaging in advocacy casework to support those most in need of overcoming barriers to accessing their rights, we welcome your application for the permanent position of Regional Manager with our service.

Citizens Information Services – Locations

Each Citizens Information Regional Company covers a geographical region, facilitating both rural and urban areas, delivering a service through a network of Citizen Information Centres.

The 8 regional CIS companies cover the following areas: North Dublin, Dublin South, North Connacht & Ulster, North Leinster, North Munster, South Connacht, South Leinster and South Munster, as illustrated in the map below. Each CIS Region is subdivided into a number of CIS Service Areas which in turn each contain a number of Citizens Information Centres.



Regional Manager - Job Description

Responsible to:

The Board of Directors of the Citizens Information Service (CIS) and reporting to the Chairperson or other nominated director on a day-to-day basis.

Purpose of the job:

The purpose of the role is to implement an agreed national strategic plan in relation to the delivery of information advice and advocacy services within the assigned region.

Main Duties:

Strategy & Policy

- Contribute to the national/regional strategy for CIS where appropriate and develop a regional service delivery plan with relevant stakeholders. Review, development and implementation of national & regional policy for CIS.

Service Delivery

- Ensure efficient delivery of service by management of resources, prioritising regional and area work, identifying and implementing service standards in conjunction with local management.

Corporate Governance

- Support the Board to implement good corporate governance through governance documentation, risk review assessments, financial checks etc. across the region.

Finance & Planning

- Responsible for finance and planning for the region to include management of regional budgets and reports, implementing cost centre planning process and drafting the annual financial plan for the region.
- Oversee premises and facilities development and management in conjunction with local management.

HR Management

- Support the HR function as and when required ensuring correct application of the Citizens Information policies and procedures with all relevant stakeholders.
- Assist in the recruitment of CIS staff and attend staffing meeting where necessary. Agree process for recruiting staff with local management.

Networking & Communication

- Develop and maintain a network of contacts at a national and regional level to facilitate problem solving and information sharing through forums, groups and building the profile of the CIS network with relatable organisations, including promoting teamwork between other organisations funded by CIB.

Leadership & Management

- Lead, motivate and develop staff.
- Maximise contribution of the team toward implementation of national, regional and local action plans.
- Provide direct management to the regional Advocacy Support Worker.
- Delegate decision making and authority to local management as appropriate.
- Conduct PMDS with all staff reporting directly to this position.
- Oversee training of all staff at a regional level.

***This is not an exhaustive list. You will undertake such additional duties as may be designated by the Board of Directors.**

Person Specification

REGIONAL MANAGER

Education Qualifications and Attainments

- Candidates should have a third level qualification. Greater marks should be given for higher level courses of greater relevance to the post, e.g. Management Information/Social Studies is desirable.

Essential knowledge and Experience

- A minimum of five years' experience in a relevant management position.
- A thorough understanding of the issues around the provision of, and access to information, advice and advocacy services.
- Awareness of other specific and appropriate services available to clients.
- Comprehensive knowledge and understanding of how the social welfare, health and income tax systems operate in general and information/advice services.
- Experience in staff supervision, customer service, evaluation and monitoring procedures, promotion and publicity.

Desirable skills, Abilities and Experience

- Knowledge of community development.
- Experience in project management.
- Knowledge of and experience in staff training.
- Experience in managing the delivering of information, advice and advocacy, including representative advocacy, services to the public and integration with service delivery by other agencies.
- Quality focus and networking skills.
- Be open to working unsocial hours as may be required from time to time and willingness to attend evening and occasional weekend events. (TOIL – time off in-lieu arrangements apply in all such circumstances).

Successful candidate will have

- Leadership and management skills.
- Previous experience of working in a service-delivery role
- Extensive knowledge of issues around the provision of, and access to information, advice and advocacy services.
- Excellent written and verbal communication skills
- Strong IT and administrative/organisational skills
- Ability to confidently manage staff including recruitment, appraisal, training, coaching and motivation
- Decision making skills.
- Ability to critically analyse problems and identify solutions.

Regional Manager – Required Competencies

Competency	Definition	Indicators
Management skills	<ul style="list-style-type: none"> ▪ Committed to strong leadership ▪ Ensures Service objectives are met ▪ Effectively manages resources within a defined budget ▪ Effectively plans projects maximising resources and setting realistic timeframes to ensure quality outputs ▪ Measures and monitors progress ▪ Anticipates potential problems and puts contingency plans in place 	<ul style="list-style-type: none"> • Prepared to lead by example • Plans, priorities, assignments and work roles to make best possible use of own and others talents and abilities • Develops capability, co-ordinates resources and manages activities to achieve high standards • Manages time effectively • Uses resources so as to enhance personal and functional effectiveness • Displays sound decision-making skills • Uses initiative • Prepared and presents management information reports • Manages change
Decision-making and analysis skills	<ul style="list-style-type: none"> • Ability to rapidly assimilate relevant information and to see through to the core issues and to present solutions to problems. • Ability to see bigger picture and intervene when necessary • Ability to identify, collect and examine relevant data • Ability to identify factors indicating effectiveness or otherwise of service and to make appropriate recommendations • Strong analytical and critical thinking skills 	<ul style="list-style-type: none"> • Gets to the root of problems quickly and breaks them down into logical stages • Implements, assesses and monitors solutions to problems • Assesses and balances a range of factors when making decisions • Champions measurement on delivery of results and drives objectives to conclusion

Competency	Definition	Indicators
Service Delivery knowledge and experience	<ul style="list-style-type: none"> • Previous experience of working in a service-delivery role • Knowledge of issues around the provision of, and access to information, advice and advocacy services. • Understands and contributes to the shaping of strategy and policy development in own area of responsibility • Understands the relevance of wider external issues and recognises the implications in the context of own role 	<ul style="list-style-type: none"> • Understands the challenges/opportunities facing the Service • Is familiar with the organisation's range of services and their relevance to customer needs • Transforms vision into meaningful and achievable objectives • Keeps abreast of the main business opportunities and challenges facing the organisation and of the initiatives needed to deal with them • Proactively develops linkages and position with relevant groups, stakeholders and associations • Promotes and advocates for the right to high quality information and advocacy services • Promotes and advocates for the rights of citizens to equity of access to State services
Strong IT and administrative/organisational skills	<ul style="list-style-type: none"> • Excellent IT, finance and administration skills with attention to detail and ability to manage and analyse data, compile, generate and distribute reports • A good understanding of public service administrative, financial and governance procedures and of the use of information technology. 	<ul style="list-style-type: none"> • Manage and oversee all procurement and tendering activities in accordance with CIS Financial Controls • Oversee the preparation of monthly financial reports and reports on the analysis of expenditure, variances and cash flow • Produce monthly management reports and financial accounts for regional Board • Engage with auditors and ensure controls are in place, in line with requirements

Competency	Definition	Indicators
Staff management skills	<ul style="list-style-type: none"> • Provides others with clear guidelines and indication of expectations. • Sets high standards and monitors and supports in order to ensure delivery. • Delegates wisely, motivates and challenges others to perform to their potential • Awareness of importance of and ability to positively influence organisational culture • Confidently manages staff including recruitment, supervision, appraisal, training, coaching and motivation 	<ul style="list-style-type: none"> • Inspires team members to give their wholehearted commitment to the achievement of the organisation's service objectives • Projects and maintains a calm and productive work atmosphere • Adopts appropriate leadership style to suit the situation and circumstances • Responds to challenging operational situations with creativity and resilience • Conducts performance management and appraisal • Identifies staff training needs and takes action to address same • Develops an environment in which all staff are encouraged and enabled to develop to their full potential
Communication skills	Communicates fluently and articulately with a wide variety of people using a variety of methods ensuring that message is clearly understood	<ul style="list-style-type: none"> • Excellent verbal and written communication skills • Ability to explain, advocate and express facts and ideas in a convincing way • Professionally represents the organisation to customers and all external stake holders

Regional Manager – Terms and Conditions

This is a permanent, full-time position, subject to satisfactory completion of a six-month probationary period. The period of probation may be extended at the discretion of the Regional Manager. The successful candidate will be available to work 35 hours per week, (Monday to Friday). There may be a requirement to work evenings from time-to-time.

Salary: Scale range of €58,682; €59,751; €61,064; €63,321; €65,587 (max); €67,087 (LSI1); €68,839 (LSI2); (pro rata for part time staff).

Incremental Credit: The Citizens Information Service operates an incremental credit process for appointments higher than point one of the salary scale. This process is applicable to new entrants into the CIS. Incremental credit criteria, based on the competencies for the role, are assessed against employment history as laid out in the application form. A request for incremental credit from a successful candidate must be made within the first 3 months of employment.

Pension: A company pension scheme is in place, and membership is obligatory upon commencement. Employee contribution; 5% of salary, Employer contribution; 7% of salary. Please note the Citizens Information Service has established a normal retirement age in line with the state pension age (currently 66).

Annual Leave: Calculated on a pro rata basis for part year service as follows:

31 days

Full terms and conditions are contained in a Staff Handbook, which is issued with and forms part of the Employee Contract at CIS.

Regional Manager – How to Apply

- A relevant application form can be accessed at www.citizensinformationboard.ie
- Applicants must possess all required competencies for the role and will be shortlisted solely on the basis of information provided in their completed application form.
- Curriculum Vitae (CVs), late, incomplete or hand-written applications **will not** be considered.
- Please contact carlosbelard@cmv.ie or phone Carlos on 085 7309028 if you have any special requirements in relation to completing the application form.
- **Closing date: 5pm on Thursday 1st July 2021**
- **Please email application form to:** carlosbelard@cmv.ie
- If you require any reasonable accommodation to your application due to your circumstances (e.g. disability), please contact the above email address and we will try and facilitate you where reasonably practicable.
- Successful applicants will be required to complete a writing skills assessment on the day of interview.

A panel of qualified candidates may be formed from which temporary and permanent, part-time and full-time Regional Manager posts which arise in a specified period, up to a maximum of 12 months, will be filled. Posts will be located in the CIS region applied for.

- For information on how your personal data will be used as part of this process please refer to our Data Protection Notice for Job Applicants, available at the following link: http://www.citizensinformationboard.ie/en/data_protection/cis.html

Citizens Information Services are equal opportunities employers.